

# CIO Manager Terms of Reference

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## Membership

Staff membership pertains to all staff employed by the CIO in the capacity of Manager. New staff of all grades will be made aware of their responsibilities through their contract of employment.

This document provides an overview of the overarching aims and objectives that the Manager in particular should be aware of.

## Purpose

The fundamental purpose of the CIO Manager is to provide leisure and sporting facilities, education and social pastimes by operating the centre within the specified guidelines and with guidance from the Committee. The CIO aims to promote the objectives of the charity in accordance with its constitution and goals. The main purpose is to:

- further or benefit the residents of Laindon and Langdon Hills (and neighbourhoods)
- provide these services without distinction of sex, sexual orientation, race or of political, religious or other opinions
- to bring together the community, local authorities, voluntary and other organisations in a common effort to advance education and provide facilities in the interest of social welfare for recreation and leisure time occupational
- improve the conditions of life for residents

## Scope

The CIO Manager's main roles are to:

- manage staffing and staff issues
- look out for the well-being of staff and encourage them with any work related issues, issues out of work that might be affecting them and provide suitable training for them to effectively undertake their roles
- perform day to day running of the centre including accounting, payroll, booking and other such activities necessary for daily business operation
- investigate, understand and deliver services the local community needs
- guard the welfare and well-being of residents
- develop projects and schemes that provide ongoing benefit to residents

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- develop new policies that are in line with the CIO's objectives and help deliver those services
- at all time provide a safe and encouraging space for community groups to prosper
- ensure that all the charity's activities come within the charitable objectives
- provide assurances to regulatory and committee that all necessary safeguards are in place to offer the required services effectively and safely
- recognise residents changing needs and adapt services to cater for these changes
- ensure day to day governance is carried out properly including day to day running of services, insurances, policies, procedures and emergency planning
- work within a budgetary framework to ensure cost effective service delivery and best value
- monitor and record resource utilisation by age, ethnicity, sex (and other traits deemed necessary) to ensure services fairly address social needs across all intersectionalities
- monitor and record service uptake to provide for accurate community benefit analysis
- perform an annual performance audit to address any shortfalls or improvements necessary
- establish procedures for recruitment, support, appraisal, enumeration of staff, and for dealing with disciplinary matters
- conduct weekly meetings with staff and Activity Centre to ensure a cohesive and seamless service delivery, provide a mechanism for reporting issues and obtaining feedback
- seek professional and other expert advice where necessary

## Authority

The CIO Manager have the authority to undertake any activity necessary for the effective operation of the business.

This include but is not limited to disciplinary matters, accountancy, ordering supplies, sourcing new suppliers, paying bills, setting up direct debits and authorising payments for services.

The CIO Manager have the authority to exclude persons from the centre if they deem them a risk to the safety of others, for licensing issues, unacceptable behaviour or to generally safeguard vulnerable adults and children.

The CIO Manager have the authority to request staff undertake suitable training if they deem it appropriate for their role, personal development or safety.

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## Frequency & Duration

Day to day running of the centre is achieved with combination of weekly Monday meetings at 11am with the Activity Centre and ad-hoc meetings held with staff (due to rota's and working patterns).

## Chair

CIO Staff meetings will be chaired by either the Centre Director or CIO (Centre) Manager as appropriate.

## Reporting Procedure

An annual performance audit will be performed by CIO Staff of their activities, required community projects and general feedback with regard to the business model and presented to the Committee.

Monthly meetings with the Committee will provide a regular conduit for updates and feedback.

Any matters of a severe or immediate nature will be reported to the Committee immediately.

## Quorum

For CIO Staff meetings it will be deemed appropriate if the business in hand can effectively be communicated to sufficient stakeholders to determine the meeting effective. If it is not possible to hold a weekly meeting due to availability, holiday or sickness, it may be possible to conduct it by telephone or remotely by some other means – this will ensure any important issues are dealt with effectively and efficiently.

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## CIO Staff

Signed: \_\_\_\_\_ (Business Director)

Date: 1st October 2021

Signed: \_\_\_\_\_ (Centre Manager)